

How does Gaggle handle Possible Student Situations (PSS)?

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A Possible Student Situation (PSS) is a designation that identifies an immediate threat to a student, including, but not limited to, student produced pornography, violence, suicide, self-harm, bullying, rape or harmful family situations.

When a PSS is identified, Emergency Contacts are notified by phone, email and/or text message as soon as possible. The calls will be made to the phone number that was provided for your by your school or district. Students, once again, are not notified, but they might take notice that their email message has been blocked. If student-produced pornography is discovered between the hours of 9PM and 6AM local time for a school or district, and if the situation is not life-threatening, then a call will be placed the following day. The student(s) involved will not receive a notification.

Below is a sample of the email that will be sent for a PSS:

Subject: Possible Student Situation [Category (Abuse, Language, Suicide Language, etc)]

Hello,

We would like to alert you to a Possible Student Situation as a precaution. I am forwarding the attached [component] for your review. The [component] was blocked for []. The message was sent by student [student's full name], Gaggle user ID: [user id] from [school name]. Our concern is []. I spoke with [TBD] on the phone and informed them of the situation. Please let me know if you need additional information.

[Safety Representative First Name]

Safety Representative | gaggle

1-800-288-7750 | safetyteam@gaggle.net

No labels